



**State of New Jersey
Board of Public Utilities**

ANTICIPATED JOB VACANCY

JOB POSTING #: 18-2013

DATE OF POSTING: August 5, 2013

DATE OF CLOSING: August 19, 2013

TITLE: Customer Representative 3, Utilities

SALARY: \$44,278.38 – \$62,444.79

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Division of Customer Assistance

GENERAL DESCRIPTION: Under the direction of supervisory officer in the Bureau of Customer Assistance, Board of Public Utilities, does the field and office investigations involving utility customer complaints, and/or administrative hearings, and/or litigation concerning the character of service, rates, or procedures of facilities, and performs the office and administrative work associated with such complaints; does related work as required.

Work Responsibilities:

- Resolve problem areas between utilities and customers through effective mediation or negotiations
- Interviews clients, representatives from utilities, government agencies and other individuals to collect information
- Assists Customer Representatives of higher grade in some of the detailed phases of complex cases
- Prepares and submits progress reports in developing cases and prepares final case reports
- Answers customer inquiries and complaints by correspondence, telephone, or in person
- Arranges for periodic payments of delinquent utility bills in order to restore or prevent discontinuance of service to delinquent customers
- Resolve customer complaints in an effective and expeditious manner
- Maintain essential records and files.

- Prepares correspondence in response to requests for information.
- Reviews and interprets rules, laws, regulations, and procedures of involved utilities.
- Prepares clear, technically sound, accurate, and concise reports, summaries, and compilations, containing findings, conclusions, and/or recommendations.
- Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

REQUIREMENTS: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: One (1) years of experience as a Customer Representative in the investigation and inspection of electric, gas, water, sewer, or telephone service and the adjustment of related customer complaints, or the maintenance of customer equipment, or some combination thereof.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

OPEN TO THE FOLLOWING: Open to all NJ Residents.

NOTE: RESIDENCY LAW: Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain principal residence in the State of New Jersey. New Jersey State employees hired prior to September 1, 2011 who transfer from within the Executive Branch or from another State of New Jersey appointing authority without a break in service greater than seven days but who reside outside the State of New Jersey are not required to change their principal residence to New Jersey in order to comply with the act.

The State of New Jersey is an Equal Opportunity Employer.

PLEASE FORWARD RESPONSES VIA MAIL, FAX, OR EMAIL:

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